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GOVERNMENT DOCUMENTS

THE REGIONAL MUNICIPALITY OF HAMILTON-WENTWORTH

SOCIAL SERVICES DEPARTMENT

119 King Street West, 13th floor
Hamilton, Ontario
Fax: 577-1152

Mailing Address:
P.O. Box 910, Hamilton, Ontario L8N 3V9
TDD: 522-1787

- GENERAL WELFARE ASSISTANCE
- SPECIAL INCOME
- PARENTAL SUPPORT
- APPLICATION PROCEDURE(S)
- RIGHTS AND RESPONSIBILITIES
- EMERGENCY SERVICES
- EMPLOYMENT SERVICES
- SHELTER AND HOUSING SERVICES
- SUPPORT SERVICES/DAY CARE
- SERVICES FOR THE ELDERLY
- COMMUNITY RESOURCES

This brochure is designed to provide a general overview of the programs and services available through the Hamilton-Wentworth Social Services Department. Any enquiries regarding the enclosed material should be directed to the appropriate division providing the service.

INCOME MAINTENANCE DIVISION

Under the authority of the General Welfare Assistance Act and Regulations, the Income Maintenance Division provides a variety of social and financial assistance programs and services to eligible residents of Hamilton-Wentworth. Emergency short term financial assistance is provided to individuals who are unable to provide for themselves or their families.

Individuals usually are:

- unable to obtain employment
- unable to work due to short term illness or long term disability
- have an interruption in their source of income
- sole support parents with limited income
- foster children
- students who must meet certain criteria which include age, employability and attendance at approved educational institutions

The maximum allowance that can be granted to meet one's basic needs is determined by legislation. This is based on a number of factors including the number and ages of the applicant's dependents and the cost and type of their accommodation.

For those who own their dwelling or rent from a landlord, assistance may be issued to offset the costs of such basic needs as food, clothing, household supplies, utilities, personal needs, rent/mortgage, property taxes and fire insurance premiums.

Individuals whose shelter costs are high and/or have fuel costs may be eligible for additional funds.

Individuals who pay room and board may also be eligible for assistance.

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SPECIAL INCOME UNIT

546-4883 or 546-4884

Special assistance and supplementary aid programs are available to individuals with low or fixed income. Applicants may qualify upon completion of a needs test. Referrals are generally made by their social worker. Services offered include:

- emergency dental services
- dentures
- surgical supplies and dressings
- prescribed drugs
- optical services
- prosthetic appliances
- home appliances and repairs
- vocational retraining
- travel arrangements or transportation
- relocation (within the regional boundaries)
- funeral and burial
- beds, cribs and layette allowance
- other special items or services, as authorized by the province

PARENTAL SUPPORT UNIT

546-2233

The Parental Support Unit assists clients in obtaining support payments to which they may be legally entitled. Individuals may be:

- separated
- divorced
- single parents
- foster children

Referrals to the unit are generally made through the individual's social worker.

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APPLICATION PROCEDURE

Individuals are required to call the team that provides services to their address from Monday to Friday, between the hours of 8:30 a.m. and 4:30 p.m. The applicant will be asked a few questions to provide the department with information to facilitate a home visit. Within 3 working days a social service worker will visit the address provided and will complete a formal application for General Welfare Assistance. Whenever possible, the worker will attempt to arrange a mutually convenient time to complete the home visit.

The worker will answer any questions the applicant may have and advise him/her as to their eligibility. However, that decision cannot and will not be made during the first home visit.

A recipient who wishes to contact their worker may:

- call the worker on their appointment day between 10:00 a.m. and 4:30 p.m. and when necessary, an appointment time will be arranged for the recipient in the office
- call the worker, Monday to Friday, before 2:00 p.m. to leave a message and it will be returned that same afternoon

The Income Maintenance Division is organized into six teams of social service workers divided by geographical boundaries within the Region of Hamilton-Wentworth.

Each team has its own phone number and is included with the boundaries as follows:

TEAM 1 546-4810	From James Street to the western limits of The Region of Hamilton-Wentworth
TEAM 2 546-4820	From east of James Street up to but not including Wentworth Street
TEAM 3 546-4830	From Wentworth Street up to but not including Kenilworth Avenue
TEAM 4 546-4840	All the Niagara Escarpment (Mountain) which lies within Hamilton-Wentworth
TEAM 5 546-4850	From Kenilworth Avenue to the eastern boundary of Hamilton-Wentworth
TEAM 6 546-4860	Provides service to all applicants under the age of 21 regardless of their address within the region

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Applicants and/or recipients of General Welfare Assistance have the following rights and responsibilities:

RIGHTS

- financial assistance
- OHIP coverage, drug benefit card and emergency dental treatment
- prompt and professional service
- personalized and confidential service
- job search and vocational counselling services
- referrals for other special needs items, e.g. glasses
- to appeal a decision

RESPONSIBILITIES

- to promptly complete and return to their worker any or all documentation or information required for the purpose of determining eligibility for General Welfare Assistance
- provide proper identification
- phone their worker immediately of any changes that involve income, assets, living arrangements and family size
- complete and return the "STATEMENT OF INCOME" by the 15th of each month
- make reasonable efforts to seek employment
- be willing to accept any full time, part-time or casual work which they are capable of performing
- to provide medical certification if unable to seek or accept employment

Failure to meet any of these reponsibilities could result in a delay or cancellation of assistance.

Overpayments

When assistance is paid to a recipient as a result of misrepresentation or false declaration, an overpayment occurs. Overpayments are recovered solely throught the Eligibility Review Unit and only in the following ways:

- budget deductions at a maximum rate of 10% of the individuals basic needs
- cash
- cheque
- money order

Registered receipts will be issued whenever cash, cheque or money order has been received by the Eligibility Review Unit.

Fraud

The Eligibility Review Unit is responsible for investigating all instances of suspected misrepresentation or fraud. Civil or criminal action may be initiated when an individual receives benefits by making false declaration or by misrepresentation.

Appeals

An appeal may be filed by anyone whose GWA benefits have been refused, reduced or suspended or by an individual who disagrees with the amount of the allowance.

Appeals can be made at two levels:

- Internal Department Appeal
- Social Assistance Review Board

For additional information about the appeal process, please call your worker and/or refer to the Community Services section of this brochure.

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CRISIS SERVICES

Abuse Line: **549-8600**
24 hour service for victims of family violence.

Birth Right: **527-3677**
To help solve problems related to pregnancy: Medical assistance, free pregnancy tests, equipment for mother and baby, transportation, confidential counselling by trained volunteers.

Fire Victims: **522-8485**
Canadian Red Cross Society - Hamilton Branch
Short-term assistance usually consisting of the provision of food, clothing and shelter.

Interval House Crisis Line: **547-8484**
24 hour crisis telephone line providing crisis counselling for non-residents and former residents.

Parental Stress Services (Parents Anonymous): 527-5717
24 hour, 7 day-a-week telephone hotline manned by trained volunteers to help parents handle effectively, stressful situations.

Poison Information Centre: TOLL FREE 1-800-268-9017
Provides poison information service for any person (or animal) that may have ingested or been exposed to a toxin.

Sexual Assault Centre: **525-4162**
For those who have been sexually assulted, recently or long ago, the Centre provides a 24 hour crisis line, 7 days-a-week.

Suicide Prevention Bureau: **522-1477**
24 hour telephone counselling services

Telecare: **525-8611**
24 hour telephone counselling service to anyone in the Hamilton-Wentworth area.

Kids Help Line **1-800-668-6868**
24 hour anonymous toll-free telephone providing counselling for children or teenagers.

GROCERIES

Neighbour To Neighbour Centre: **574-1334**
Serves the Mountain Area

St. Matthews House: **523-5546**
414 Barton St. E.

Salvation Army: **521-1660**
Temporary (two day) assistance with food and clothing

Seventh-Day Adventist Community Services: **575-8764**
284 Concession Street. Provides short-term, non-perishable goods

Wesley Centre: **528-5641**
129 Rebecca St.

MEALS

Good Shepherd Centre: **528-9109**
Serves one hot meal a day commencing at 4:00 p.m.

Mission Services of Hamilton
(Harbour Rescue Mission): 528-7635
Serves one hot meal a day, Monday to Friday commencing at 12:30 p.m.

Wesley Centre: **528-5641**
Serves one hot meal a day, Monday to Friday commencing at 12:30 p.m. and Sunday at 4:00 p.m.

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The Employment Services Unit provides various employment related services to individuals who are having difficulty in securing employment, training or upgrading. Referrals are made to the appropriate program within the unit by the individual's social worker.
Fax: 546-2332

Work Activity Program **546-2334**

Provides work experience to individuals who have demonstrated barriers to employment. A life and work skills program combined with personal counselling is offered to assist individuals in becoming competitive in the labour market.

Youth Employment Program **546-4256**

Individuals between 16 and 24 years of age are offered assistance in preparation for employment. Following assessment, appropriate referrals are made to prospective employment or training opportunities. Employment related expenses may be paid to help the individual to enter the job market.

Job Development Program **546-4398**

Assists employable individuals in securing employment. Staff help in identifying employment related difficulties and in discussion of methods to resolve them. Current lists of employers in the private sector are compiled by the program's staff members. The Job Development Program also functions as the departmental liaison for federal, provincial and work incentive programs.

Municipal Employment Project **546-2684**

Assists individuals (25 to 29 yrs) in finding employment through assessments and direct referral to work or training. Required employment related expenses such as clothing and transportation costs may be provided. Employment counselling may be available for individuals 30 to 65 years through contract with the Hamilton Help Centre.

Employment Support Initiatives Program **546-2682**

Provides assistance to single parents who wish to return to the workforce. Pre-employment training assessments, employment related expenses, child care costs and referrals to training or employment are services this program may include. Spouses or dependents of individuals in receipt of a disability pension may also access the services of this program.

Helping Hands **528-8318**

Provides support programs for the elderly, handicapped and low income families. Services may include household repairs, heavy cleaning and property maintenance. These services are provided by individuals as a training program to enhance their own work habits, attitudes and presentation skills in order to secure future employment in the competitive job market.

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SHELTER AND HOUSING SERVICES 546-4809

The Shelter Housing Service Unit contains all the Departments' services relating to shelter and housing within Hamilton-Wentworth.

HOSTELS

Emergency shelter, food and personal necessities may be provided for individuals in community hostels who are:

- transient and require short term shelter
- women in distress
- requiring substance abuse treatment
- women with their children in need of emergency housing

WOMENS' FAMILY HOSTELS

Elizabeth Fry Society Group Home 522-3343
Emergency shelter for women who, primarily, have recently been discharged from a provincial or federal institution.

Good Shepherd Centre - Martha House 523-8895
An emergency family shelter specializing in the care of victims of domestic violence. Offers shelter and guidance with other emergency situations to mothers with children and some single women.

Hope Haven Homes Family Rehabilitation Centre 547-1815
Provides numerous services including accommodation for the abused families of the problem substance abuser and other.

Interval House 547-8484
A transition house for battered/abused women and their children. Provides meals, emergency clothing and personal needs 7 days a week.

Mary Ellis House 521-9591
Offers a six-week residential program to women with substance abuse and related difficulties.

Mission Services — Inasmuch House 529-8149
An emergency family shelter specializing in the care of victims of domestic violence. Offers shelter and guidance with other emergency situations to mothers with children and some single women.

Native Women Inc. - Native Womens Centre 522-1501
Provides accommodations to women and their children having problems as a result of stress, strain, substance abuse or a crisis in the home.

MENS' HOSTELS

Bold Park Lodge Inc. **528-1504**
Recovery program for addicted male adults, providing a structured, substance-free residential environment.

Good Shepherd Centre **528-9109**
An emergency shelter for men in need of temporary accommodation.

Harbour Rescue Mission **528-7635**
Programs available to adult men experiencing a crisis in housing, clothing, food, finances and personal well being. A substance abuse rehabilitative program is available.

Salvation Army **527-2755**
Accommodation and meals are provided on a temporary basis to transient and/or men on a low income.

LODGING HOME UNIT **546-4809**

The Lodging Home Unit facilitates the provision of long term housing for individuals who are in need of assistance with daily life skills activities. They may be:

- elderly
- psychiatrically disabled
- physically handicapped
- developmentally handicapped

For additional information regarding affordable housing, please refer to the Community Services section of this brochure.

SUPPORT SERVICES 546-4870

The Support Services Division provides a number of services that are administered through the Day Nurseries Act and the Homemakers and Nurses Services Act. Services include:

- Subsidized Day Care
- Day Care for Special Needs Children
- Private Home Day Care
- Nursing and Homemakers Services
- Red Hill Family Centre
- Home Management

Applicants for any program qualify upon completion of a needs test.

DAY CARE

Individuals or families eligible for subsidized day care may be:

- working parents with low income
- families or children requiring support services for therapeutic reasons
- individuals attending retraining, work activity and college or university programs prior to entering the labour market
- individuals seeking employment

A variety of day care programs are available in a number of facilities. Individuals may select a centre based on its location, availability and type of service required. Referrals for children with special needs may be made by a physician, social worker, or other professional. Other referrals may be made by the individuals themselves.

PRIVATE HOME DAY CARE

This service affords infants and school aged children the benefits of care in a private home day care setting in their own neighbourhood. Subsidies may be provided in accordance with general day care eligibility criteria.

Referrals may be made by the individuals themselves or by a professional person such as a physician or social worker.

RED HILL FAMILY CENTRE

The Red Hill Family Centre is a directly operated day care centre and offers services to all children, as well as children with special needs. These programs assist parents in child guidance, nutrition and general life skills. Referrals may be made by any professional person such as a physician or social worker.

HOMEMAKERS AND NURSES SERVICES

Subsidized Homemaker and Nurses Services may be provided to eligible individuals or families when:

- a child's primary care giver is ill or absent.
- services may be available for elderly, handicapped, ill or convelescing individuals upon certification by a physician that such services are necessary to enable the individual to remain at home, or if it would facilitate a return home from a hospital or other institution.

HOME MANAGEMENT

The Home Management Unit offers programs to individuals or families to aid in improving their homemaking and daily living skills. Areas in which program instruction may include are:

- housekeeping skills
- nutrition, meal planning and meal preparation
- budget counselling
- household shopping
- child care

Individuals are referred for the services of the unit by their social worker.

SERVICES FOR THE ELDERLY 546-4856

This division provides care to all senior citizens of Hamilton-Wentworth with various services. Some of the programs available through Services for the Elderly are:

Diners Club
Day Programs
Income Tax Clinic

Two Homes for the Aged are operated by the Region:

Macassa Lodge	**575-1500**
Wentworth Lodge	**628-6359**

PARKING PERMITS FOR THE DISABLED 546-4887

A variety of Community Services and Programs are offered in Hamilton-Wentworth to assist the Public. A brief list is provided along with their phone numbers.

Alternatives for Youth (AY) **527-4469**
A program to assist young people coping with their problems.

Big Brother Association of Hamilton-Wentworth **525-3860**
Provides individual counselling and casework service to father-absent boys 8-18 years of age and their families.

Big Sister Association of Hamilton and District Inc. (Charlton Hall) **529-7143**
The focus of the program is to encourage the development of life skills and independence for troubled girls between 13-17 years of age. Provide support and encouragement to girls 6-16 years of age through friendship with a Big Sister under guidance of a professional staff.

Canadian Hearing Society **545-9931**
Offers services to deaf and hard of hearing individuals, advocating their interests and promoting their rights.

Canadian National Institute for the Blind **528-8555**
Provides services and programs to visually handicapped individuals.

Catholic Family Services **527-3823**
Provides a variety of services to anyone with social problems that disrupt individual and family living.

Citizens Action Group **528-9803**
Provides employment preparation, counselling services, job placement and follow-up for the hard-to-employ.

Community Information Service **528-0104**
Provides information on housing, day care, financial and consumer concerns, personal and family counselling, legal, health and government services.

Darts Disabled and Aged Regional Transit System **529-1212**
Provides transportation to individuals who are unable to use regular public transit due to a disability.

Department of Culture and Recreation **546-2750**
Conducts and/or coordinates programs of culture and recreation (i.e. Community Centres, Swimming Pools, Arenas, Tennis Courts, Golf Courses and Winter Sports Areas, Playground, Camps, Teen Centres, School Gymnasiums, Senior Citizen Centres and Museums.) These programs may be provided at minimal or no cost.

D.I.S.H. **529-3139**
A free confidential phone service providing information about community programs and services for persons with disabilities.

Dundurn Legal Community Services **527-4572**
Provides legal information, advice and advocacy services to the community.

East Region Mental Health Services **545-1161**
Provides assessment, consultation and treatment of individuals, couples and families experiencing mental health problems.

Emergency Shelter Foundation of Hamilton-Wentworth **577-1173**
Provides second stage housing and support services for battered women and their children.

Elizabeth Fry Society **527-3097**
Offers a variety of services and programs to assist in the rehabilitation of individuals who have come into conflict with the law.

Family Services of Hamilton-Wentworth Inc. **523-5640**
Provides a variety of programs and services to individuals and/or families including: therapeutic counselling, home support services, credit counselling and family workers.

Hamilton Help Centre **521-9125**
Provides job counselling, placement and information regarding government programmes to workers aged 30 years and older.

Hamilton Housing Centre **528-0221**
Provides assistance to low income and special needs individuals or families over 21 years of age who are seeking affordable housing.

Hamilton and District Multicultural Council Inc. **528-0258**
Provides a variety of programs and services to meet the needs of ethno-cultural communities and individual immigrants in the area.

Hamilton East Kiwanis Boys' and Girls' Clubs **549-2814**
Provides numerous activities for boys and girls aged 7-17. Also offers various adult and family programs including a pre-school, full day program.

Hamilton Mountain Legal and Community Services **575-9590**
Provides legal information, advice and advocacy services to the Hamilton Mountain Community.

John Howard Society of Hamilton **523-7460**
Provides a variety of services to individuals or their families who are involved in the Criminal Justice System.

Landlord and Tenancy Advisory Bureau **528-8701**
Offers advice and assistance to individuals on procedures and problems relating to landlord and tenant matters.

Lawyer Referral Service **Toll Free 1-800-268-8326**
Assists individuals in selecting a lawyer in their own geographic location.

McQuesten Legal and Community Services **545-0442**
Provide legal information, advice and advocacy to the community.

Mission Services of Hamilton **528-4211**
Able to provide food, clothing, furniture and household goods. Various life skills programs are available.

Neighbour to Neighbour **574-1334**
Provides a varied schedule of services and programs to the unemployed and those on low income in the Hamilton Mountain Area.

Ontario Legal Aid Plan **528-0134**
Provides lawyers in civil and criminal matters to individuals who qualify financially.

Ontario Welcome House **521-7569**
Assists newcomers to Ontario in their adjustment and integration into their new living environment.

Operation Blessing **549-7153**
Provides used clothing, furniture, food, baby clothes and maternity clothes as available.

Pastoral Counselling Centre **529-5400**
Offers a full service of individual, marital, family and group counselling.

Path Employment Services **545-3475**
Assists the physically handicapped job seeker to find, secure and maintain appropriate employment beneficial to themselves and employers.

St. George's Mission Society Counselling Centre **528-7799**
Long and short term counselling for adults.

St. Leonard's House **529-8494**
Offers numerous counselling and life skills programs for ex-convicts in a fully staffed residential setting.

St. Matthew's House **523-5546**
Operates as a community oriented Neighbourhood Centre in the Barton area of Central Hamilton. Offers extensive services and programs to deal with problems and concerns as required by individuals or families in the area.

St. Vincent de Paul Society **549-3902**
Provides temporary assistance to families in distress through illness or unemployment.

Teen Challenge Hamilton **526-1414**
Primarily involved in working in the area of substance abuse rehabilitation and other counselling services.

Wesley Urban Ministries **528-5629**
Operates centres that offer numerous services and programs of benefit to those in need in the community.

Wellington Psychiatric Outreach Program **522-9767**
Provides a follow-up and maintenance services for adults 16-64 years of age with a chronic or recurring psychiatric disorder of at least 2 years duration.

Widow to Widow **522-9922**
A telephone visiting and information service for widows.

Y.M.C.A. & **529-7105**
Y.W.C.A. **522-9922**
Provides recreation, sports, fitness programs, adult education, leadership training, community services for boys and girls, young adults, men/women and families. These programs may be provided at minimal or no cost.

STATEMENT OF INCOME (sample)

This form is sent to you with your monthly cheque. It must be filled out and returned to get your next cheque.

INCOME STATEMENT

NOTE: PLEASE INDICATE INCOME AND DEDUCTIONS TO COVER PERIOD INDICATED ON FRONT. PAY STUBS REQUIRED.

TYPE OF INCOME				
EARNINGS	APPLICANT		SPOUSE	
GROSS INCOME	$		$	
DEDUCTIONS				
INCOME TAX				
C.P.P.				
U.I.C.				
NET INCOME				
DEPENDENTS EARNINGS				
GOVERNMENT BENEFITS				
UNEMPLOYMENT INSURANCE				
TRAINING ALLOWANCE GROSS / NET				
VETERANS ALLOWANCE				
FAMILY BENEFITS				
WORKERS COMPENSATION				
PENSIONS				
OAS/GIS				
GAINS AGED/ DISABILITY				
C.P.P.				
QUEBEC PENSIONS				
OTHER PENSIONS FOREIGN				
OTHER INCOME	GROSS AMOUNT			
ROOMER INCOME				
BOARDER INCOME				
RENTAL INCOME				
MORTGAGE INCOME				
BONDS $ ANNUITIES				
PRIVATE INSURANCE				
MAINTENANCE SUPPORT				
OTHER SPECIFY				
CHILD CARE EXPENSES				

SAMPLE

OFFICE USE ONLY

On the back:
Write in **ALL** earnings, attach pay stubs. Write in **all other** money you receive. If you have received no other money, write **NIL** in each box.

On the front:
Note any changes, such as address, rent. **SIGN** and date it, return on the 15th of each month.
Monthly cheques will be delayed if your statement of income is late.

CLIENT ID | DIST.

STATEMENT OF INCOME AND ELIGIBILITY

THE REGIONAL MUNICIPALITY OF HAMILTON-WENTWORTH
SOCIAL SERVICES DEPARTMENT
BOX 910, HAMILTON, ONTARIO L8N 3V9

INCOME PERIOD COVERED

FROM	TO

RETURN ON

PLEASE NOTE: IN ORDER TO AVOID ANY INTERRUPTION IN PAYMENT, IT IS NECESSARY FOR THIS FORM TO BE CORRECTLY COMPLETED AND RETURNED ON THE DATE SPECIFIED.

SAMPLE

I HEREBY REQUEST CONTINUANCE OF THE ASSISTANCE GRANTED ME UNDER THE GENERAL WELFARE ASSISTANCE ACT.
I DECLARE TO THE BEST OF MY KNOWLEDGE AND BELIEF THAT I AM ELIGIBLE FOR SUCH ASSISTANCE. REPORTED ON THE REVERSE IS ALL THE INCOME MY DEPENDENTS* AND I HAVE RECEIVED FROM ALL SOURCES SINCE MY LAST REPORT.
* DEPENDENTS INCLUDE YOUR SPOUSE AND ALL DEPENDENT PERSONS LIVING WITH YOU.

IF ANY PARTICULARS SUCH AS ADDRESS, TELEPHONE NUMBER, RENT, ETC. HAVE CHANGED **PLEASE PRINT BELOW** AND PHONE YOUR WORKER.

MISREPRESENTATION AS TO ELIGIBILITY FOR ASSISTANCE MAY RESULT IN LEGAL ACTION

SIGNATURE OF RECIPIENT | DATE

Your worker is: _____ **Caseload Designation:** _____

Appointment Day: _____ **Phone Number:** _____